



**AMENDED EXCEPTION 90**  
**BellSouth Florida OSS Testing Evaluation**

Date: August 8, 2001

**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

**Exception:**

**KPMG Consulting did not receive timely Non-Mechanized Firm Order Confirmations (FOCs) from BellSouth via fax and electronic mail. (TVV1)**

**Background:**

The Bell South Products & Service Interval Guide<sup>1</sup> states that BellSouth should return 85% of Non-Mechanized FOCs to CLECs within a defined interval for each product type.

**Issue:**

KPMG Consulting has received Non-Mechanized FOCs after the interval guide standard. The following are the Non-Mechanized FOC timeliness results as of July 16, 2001:

	128	31
	80%	20%

The following is a list of PONs that received Non-Mechanized FOCs after the interval guide standard

029021FPMC000004	VER 01 CR 01	7/13/01 1:28 PM	7/15/01 1:28 PM	7/16/01 9:10 AM	FAX
035051FPMC000003	00	4/2/01 5:14 PM	4/4/01 5:14 PM	4/5/01 9:35 AM	EMAIL

<sup>1</sup> BellSouth Products & Services Interval Guide – Issue 4a 2001  
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035051FPMC010005	CR 01	6/19/01 4:10 PM	6/21/01 4:10 PM	6/27/01 3:11 PM	EMAIL
035081FPMC010001	REPON 1	4/5/01 4:19 PM	4/10/01 4:19 PM	4/13/01 3:49 PM	EMAIL
035081FPMC010002	REPON 1	5/14/01 5:50 PM	5/17/01 5:50 PM	5/22/01 3:06 PM	EMAIL
035081FPMC000003	VER 01	5/7/01 5:00 PM	5/10/01 5:00 PM	5/21/01 1:38 PM	EMAIL
035081FPMC000004	00	5/4/01 1:46 PM	5/9/01 1:46 PM	5/22/01 3:08 PM	EMAIL
035081FPMC000006	00	5/4/01 1:48 PM	5/9/01 1:48 PM	5/23/01 9:26 AM	EMAIL
035081FPMC000007	00	5/4/01 1:49 PM	5/9/01 1:49 PM	5/18/01 2:15 PM	EMAIL
036021FPMC010003	VER 01 CR 01	6/28/01 11:26 AM	7/2/01 11:26 AM	7/3/01 12:01 PM	EMAIL
036021FPMC010004	VER 01 CR 01	7/6/01 5:01 PM	7/8/01 5:01 PM	7/9/01 3:46 PM	EMAIL
036121FPMC000002	00	6/13/01 5:22 PM	6/15/01 5:22 PM	6/27/01 10:54 AM	EMAIL
040061FPMC000003	VER 00 CR 01	5/18/01 3:06 PM	5/27/01 3:06 PM	6/8/01 3:06 PM	EMAIL
056012FPMC020001	REPON 2	5/24/01 9:42 AM	5/29/01 9:42 AM	6/1/01 3:17 PM	EMAIL
056012FPMC010003	VER 01 CR	4/12/01 4:27 PM	4/17/01 4:27 PM	4/23/01 2:54 PM	EMAIL
056012FPMC000006	VER 01 CR 01	6/4/01 6:10 PM	6/7/01 6:10 PM	6/8/01 5:51 PM	EMAIL
056012FPMC010007	CR 01	5/8/01 6:10 PM	5/7/01 3:44 PM	5/18/01 3:37 PM	EMAIL
056012FPMC010008	CR 01	5/8/01 5:59 PM	5/11/01 5:59 PM	5/15/01 6:18 PM	EMAIL
056012FPMC000009	CR 02	4/3/01 12:18 PM	4/6/01 12:18 PM	4/13/01 4:24 PM	EMAIL
056012FPMC000010	00	5/24/01 3:40 PM	5/29/01 3:40 PM	6/15/01 2:57 PM	EMAIL



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056012FPMC000013	00	5/7/01 12:23 PM	5/10/01 12:23 PM	5/17/01 3:49 PM	EMAIL
056012FPMC000014	00	5/4/01 4:06 PM	5/9/01 4:06 PM	5/11/01 2:53 PM	EMAIL
058022FPMC000002	CR 01	3/15/01 12:09 PM	3/20/01 12:09 PM	4/3/01 1:46 PM	EMAIL
058031FPMC000001	CR 03	4/3/01 10:47 AM	4/6/01 10:47 AM	4/12/01 5:36 PM	EMAIL
058031FPMC000003	CR 02	4/3/01 9:55 AM	4/6/01 9:55 AM	4/10/01 5:08 PM	EMAIL
058031FPMC000005	CR 02	4/3/01 10:21 AM	4/6/01 10:21 AM	4/10/01 5:08 PM	EMAIL
058031FPMC000006	CR 02	4/3/01 10:31 AM	4/6/01 10:31 AM	4/11/01 4:47 PM	EMAIL
058031FPMC000007	VER 01 CR	4/10/01 3:08 PM	4/13/01 3:08 PM	4/17/01 4:45 PM	EMAIL
072131FPMC000027	VER 02 CR	6/22/01 11:42 AM	6/23/01 11:42 AM	6/28/01 9:46 AM	FAX
073051FPMC010027	VER 01 CR 01	6/18/01 5:33 PM	6/19/01 5:33 PM	6/21/01 3:08 PM	FAX
100012FPMC030001	REPON 3	7/12/01 6:05 PM	7/13/01 6:05 PM	7/16/01 8:35 AM	FAX

**Amended Exception:**

*KPMG Consulting amended this exception prior to BellSouth response to the PONs listed above.*

**Background:**

According to Ordering Measure O-9 of the Service Quality Measurement Plan<sup>2</sup>, BellSouth should return  $\geq 85\%$  of non-mechanized FOCs to Competitive Local Exchange Carriers (CLECs) within thirty-six (36) hours of receiving the Local Service Request (LSR). During the production test, KPMG Consulting received non-mechanized FOCs in greater than the thirty-six hour interval.

<sup>2</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001  
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### BellSouth Florida OSS Testing Evaluation

#### Issue:

The following are the non-mechanized FOC timeliness results from March 13, 2001 through July 31, 2001.

	136	9	10	38
	70%	5%	5%	20%
				193
				100%

Following is a list of PONs, which did not receive non-mechanized FOCs from BellSouth within thirty-six hours.

058031FPMC010002	00	9993	6/19/01 4:12 PM	7/30/01 3:12 PM
056012FPMC000010	00	9990	5/24/01 3:40 PM	6/15/01 2:57 PM
040061FPMC000003	00	9993	5/18/01 3:06 PM	6/8/01 3:06 PM
058022FPMC000002	00	9993	3/15/01 12:09 PM	4/3/01 1:46 PM
035081FPMC000006	00	9990	5/4/01 1:48 PM	5/23/01 9:26 AM
035081FPMC000004	00	9990	5/4/01 1:46 PM	5/22/01 3:08 PM
035081FPMC000007	00	9990	5/4/01 1:49 PM	5/18/01 2:15 PM
043021FPMC020001	00	9993	7/10/01 5:35 PM	7/24/01 2:48 PM
035081FPMC000003	01	9990	5/7/01 5:00 PM	5/21/01 1:38 PM
036121FPMC000002	00	9990	6/13/01 5:22 PM	6/27/01 10:54 AM
058022FPMC000001	01	9993	7/17/01 3:41 PM	7/30/01 3:12 PM

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035081FPMC020005	00	9990	6/14/01 10:40 AM	6/26/01 4:06 PM
056012FPMC010003	01	9990	4/12/01 4:27 PM	4/23/01 2:54 PM
056012FPMC000009	00	9990	4/3/01 12:18 PM	4/13/01 4:24 PM
056012FPMC000013	00	9990	5/7/01 12:23 PM	5/17/01 3:49 PM
056012FPMC010007	00	9990	5/8/01 6:10 PM	5/18/01 3:37 PM
058031FPMC000001	00	9990	4/3/01 10:47 AM	4/12/01 5:36 PM
042031FPMC000006	00	9990	7/18/01 4:54 PM	7/27/01 12:02 PM
042031FPMC000007	00	9990	7/18/01 4:55 PM	7/27/01 9:56 AM
056012FPMC020001	00	9990	5/24/01 9:42 AM	6/1/01 3:17 PM
035081FPMC010001	00	9990	4/5/01 4:19 PM	4/13/01 3:49 PM
035051FPMC010005	00	9990	6/19/01 4:10 PM	6/27/01 3:11 PM
058031FPMC000003	00	9990	4/3/01 9:55 AM	4/10/01 5:08 PM
058031FPMC000005	00	9990	4/3/01 10:21 AM	4/10/01 5:08 PM
058031FPMC000007	01	9990	4/10/01 3:08 PM	4/17/01 4:45 PM
042031FPMC000002	00	9990	7/18/01 4:48 PM	7/25/01 6:23 PM
056012FPMC010008	00	9990	5/8/01 5:59 PM	5/15/01 6:18 PM
036021FPMC010001	01	9990	5/17/01 4:13 PM	5/24/01 4:20 PM
056012FPMC000014	00	9990	5/4/01 4:06 PM	5/11/01 2:53 PM
042031FPMC000004	00	9990	7/18/01 4:51 PM	7/25/01 12:13 PM
042031FPMC000005	00	9990	7/18/01 4:53 PM	7/25/01 12:12 PM
036021FPMC000002	00	9990	6/1/01 10:53 AM	6/6/01 5:46 PM

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035081FPMC010002	00	9990	5/17/01 11:40 AM	5/22/01 3:06 PM
036021FPMC010003	01	9990	6/28/01 11:26 AM	7/3/01 12:01 PM
056012FPMC000006	01	9990	6/4/01 6:10 PM	6/8/01 5:51 PM
060011FPMC000002	04	9993	7/26/01 4:30 PM	7/30/01 3:16 PM
043021FPMC002001	01	9993	7/20/01 4:52 PM	7/24/01 2:45 PM
100012FPMC030001	00	9990	7/12/01 6:05 PM	7/16/01 8:35 AM
035051FPMC000003	00	9990	4/2/01 5:14 PM	4/5/01 9:35 AM
029021FPMC020003	04	9993	7/18/01 3:11 PM	7/20/01 8:10 PM
029021FPMC000005	02	9993	7/18/01 3:32 PM	7/20/01 8:14 PM
058031FPMC000011	01	9993	4/10/01 3:11 PM	4/12/01 6:17 PM
058031FPMC000010	01	9993	4/10/01 3:10 PM	4/12/01 6:13 PM
058031FPMC000009	01	9993	4/10/01 3:09 PM	4/12/01 6:10 PM
058031FPMC000008	01	9993	4/10/01 3:09 PM	4/12/01 6:05 PM
056012FPMC000011	01	9990	6/13/01 12:04 PM	6/15/01 2:58 PM
035051FPMC000004	00	9990	4/3/01 11:46 AM	4/5/01 2:16 PM
042031FPMC030001	03	9990	7/3/01 4:00 PM	7/5/01 6:01 PM
058031FPMC000004	00	9993	4/9/01 5:27 PM	4/11/01 4:47 PM
058031FPMC000006	00	9993	4/9/01 6:21 PM	4/11/01 4:47 PM
035051FPMC000002	00	9990	4/3/01 11:22 AM	4/5/01 9:46 AM
072131FPMC000027	02	9993	6/26/01 1:13 PM	6/28/01 9:46 AM
028011FPMC000004	01	9993	6/20/01 3:49 PM	6/22/01 11:25 AM

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025011FPMC010006	00	9990	5/8/01 5:31 PM	5/10/01 12:40 PM
025011FPMC010004	00	9990	5/8/01 5:29 PM	5/10/01 12:05 PM
025011FPMC010005	00	9990	5/8/01 5:30 PM	5/10/01 12:00 PM
025011FPMC010002	00	9990	5/8/01 5:27 PM	5/10/01 11:05 AM

**Impact:**

The receipts of timely FOCs is a critical factor in the CLEC's ability to deliver service to customers in a timely manner. Delays in the return of FOCs could have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

## EXCEPTION 95

BellSouth Florida OSS Testing Evaluation

Date August 7, 2001

### EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Account Establishment and Management Process (PPR2).

#### Exception:

**The Account Establishment and Management Process does not have defined processes or documentation related to the management and resolution of Metrics issues. (PPR2)**

#### Background:

BellSouth provides Competitive Local Exchange Carriers (CLECs) with the Performance Measurement and Analysis Platform (PMAP) User's Guide for reference on BellSouth Metrics procedures and as an instructional overview. The BellSouth PMAP User Guide<sup>1</sup> directs CLECs to contact their assigned Account Team to resolve Metrics issues. The Account Team has a major role in the resolution of Metrics issues for CLECs who offer local telephone products and services and who use BellSouth as their wholesale supplier. Specifically, the User's Guide describes several issues relating to the Account Management function:

1. Security Access for the PMAP website
2. Missing reports
3. Improperly formatted reports
4. Reports containing inaccurate content

#### Issue:

During KPMG Consulting's review of the BellSouth CLEC Account Team's methods and procedures, KPMG Consulting was not able to identify specific processes or documentation related to the Account Team's role in managing the resolution of Metrics issues. It is also unclear how the Account Team activities are integrated with BellSouth Metrics' processes. KPMG Consulting would expect BellSouth to provide the Account Team with explicit and well-documented processes to ensure the Account Team's consistent execution of the above listed processes.

#### Impact:

The lack of a process or documentation related to the Account Team's role in correcting CLEC Metrics issues could cause the Account Team to be unable to accurately, consistently and efficiently resolve Metrics issues. The inability of the Account Team to consistently manage and resolve Metrics issues could lead to a CLECs being unable to conduct business effectively.

<sup>1</sup> Available at the following URL: [https://pmap.bellsouth.com/docs/PMAPUSG\\_11.pdf](https://pmap.bellsouth.com/docs/PMAPUSG_11.pdf)





**AMENDED EXCEPTION 96**  
**BellSouth Florida OSS Testing Evaluation**

Date: August 20, 2001

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Functional Carrier Bill Evaluation (TVV11).

**Exception:**

**BellSouth delivered Resale bills to KPMG Consulting reflecting incorrect usage charges for calls made by KPMG Consulting during the course of the Functional Carrier Bill Evaluation (TVV11).**

**Background:**

For calls placed by the KPMG Consulting Reseller, BellSouth's billing guidelines stipulate that charges will be calculated following BellSouth's established Tariff rates, less the appropriate wholesale discount.

**Issue:**

During the period between May 29-June 1, 2001, KPMG Consulting conducted a DUF retest. KPMG Consulting placed calls from five different locations on a variety of switch types during this retest. Upon review of the resale bills from BellSouth following test execution, KPMG Consulting noted that the associated bills incorrectly reflect charges for intralata toll, collect and third party calls. The following tables show the noted occurrences

**Intralata Toll Calls Table 1:**

05/31/2001	3059538819	12:49:45	5616553735	3059538819	\$0.50	\$0.64
05/30/2001	5618325672	10:21:24	3056858869	5618325672	\$0.48	\$0.61
05/31/2001	8504393341	16:44:54	8506783815	8504393341	\$0.17	\$0.09
05/31/2001	8504393341	16:44:07	8502444252	8504393341	\$0.10	\$0.06
05/30/2001	8504393341	19:01:18	8502432135	8504393341	\$0.13	\$0.09
05/30/2001	8504393341	19:02:21	8502444252	8504393341	\$0.08	\$0.05
05/30/2001	8504393341	19:03:00	8506783815	8504393341	\$0.08	\$0.06



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**Collect Calls Table 2:**

05/30/2001	8504385942	10:23:28	8504370537	8504370537	\$2.05	\$1.54
05/30/2001	8504370537	9:59:36	8504291707	8504291707	\$2.05	\$1.56
05/30/2001	8504370537	10:18:00	8504385942	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:32:45	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504291707	9:42:51	8504385942	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	9:51:49	8504370537	8504370537	\$1.56	\$1.46
05/30/2001	8504393341	10:41:49	8504291707	8504291707	\$2.05	\$1.95
05/30/2001	5615140599	16:47:21	5618325672	5618325672	\$1.92	\$1.84
05/30/2001	5615140614	15:26:01	5618325672	5618325672	\$1.45	\$1.37
05/30/2001	5615140614	16:11:15	5618325672	5618325672	\$1.92	\$1.84

**Third Party Calls Table 3:**

05/30/2001	8504370537	10:38:41	8509325361	8504385942	\$2.05	\$1.46
05/31/2001	8504393341	10:36:04	8504375873	8504291707	\$2.05	\$1.56
05/30/2001	8504385942	10:44:24	8509392321	8504370537	\$1.92	\$1.54
05/30/2001	8504385942	11:21:44	8504344546	8504370537	\$1.92	\$2.04
05/30/2001	8504291707	11:24:54	8504777155	8504385942	\$2.05	\$1.93
05/30/2001	8504370537	11:16:51	8504344565	8504385942	\$2.05	\$1.93
05/29/2001	8504370537	11:53:03	8504799091	8504385942	\$1.56	\$1.46
05/30/2001	8504393341	11:19:34	8504344565	8504291707	\$1.56	\$1.46
05/30/2001	8504393341	11:44:18	8504375873	8504370537	\$2.05	\$1.95
05/30/2001	5615140614	18:49:11	5617950029	5618325672	\$1.92	\$1.84

**Amendment:**

In the original release of Exception 96, KPMG Consulting inadvertently omitted referencing the Directory Assistance Calls for which the expected charges varied from the actual charges on the bills. The following table shows all occurrences where these differences were noted.

**Directory Assistance Calls Table A1:**

05/29/2001	3059538819	11:21:46	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:26:04	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	11:44:29	3054110000	3059538819	\$0.23	\$0.19



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05/29/2001	3059538819	11:55:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	12:21:44	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:27:23	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:31:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	18:34:31	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:47:12	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:51:13	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	3059538819	19:58:37	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:03:59	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	10:36:01	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	11:31:10	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:02:41	3054110000	3059538819	\$0.23	\$0.19
05/30/2001	3059538819	13:09:00	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:48:48	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	15:53:23	3054110000	3059538819	\$0.23	\$0.19
05/31/2001	3059538819	16:03:29	3054110000	3059538819	\$0.23	\$0.19
05/29/2001	8504291707	14:21:44	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	14:54:12	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	15:00:03	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504291707	17:28:20	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:15:00	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	12:21:54	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:05:17	8504110000	8504291707	\$0.25	\$0.19
05/30/2001	8504291707	13:22:05	8504110000	8504291707	\$0.25	\$0.19
05/29/2001	8504370537	14:55:44	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:10:19	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	15:15:55	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504370537	17:11:48	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	10:49:07	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	11:46:50	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	12:38:26	8504110000	8504370537	\$0.25	\$0.19
05/30/2001	8504370537	13:10:00	8504110000	8504370537	\$0.25	\$0.19
05/29/2001	8504385942	14:23:12	8504110000	8504385942	\$0.23	\$0.19
05/29/2001	8504385942	15:12:22	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	10:50:27	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	11:48:24	8504110000	8504385942	\$0.23	\$0.19
05/30/2001	8504385942	12:35:42	8504110000	8504385942	\$0.23	\$0.19
05/31/2001	9547792439	10:07:45	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:45:27	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792439	10:59:07	9544110000	9547792439	\$0.25	\$0.20



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05/31/2001	9547792439	11:05:29	9544110000	9547792439	\$0.25	\$0.20
06/01/2001	9547792439	8:47:35	9544110000	9547792439	\$0.25	\$0.20
05/31/2001	9547792612	8:48:45	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	8:54:53	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:08:10	9544110000	9547792612	\$0.25	\$0.20
05/31/2001	9547792612	9:13:47	9544110000	9547792612	\$0.25	\$0.20
06/01/2001	9547792612	9:29:47	9544110000	9547792612	\$0.25	\$0.20

**Impact:**

A CLEC's ability to accurately project revenue and operating expenses is based, in part, on accurate billings from the ILEC. Incorrect billing can distort financial planning. In addition, incorrect charges on CLEC bills may cause a CLEC to incur added costs for bill reconciliation and pursuit of bill corrections.

## EXCEPTION 98

### BellSouth Florida OSS Testing Evaluation

Date: August 9, 2001

#### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1).

#### Exception:

**BellSouth has transmitted Completion Notices (CN) using an incorrect Transaction Set (ST) via the Electronic Data Interchange (EDI) interface. (TVV1)**

#### Background:

EDI is based on the use of message standards, ensuring that all participants use a common language. A message standard consists of uniform formats for business documents, which have been adopted for electronic transmission purposes. It also includes security and control elements, and other rules and conventions relating to the use of transaction sets that all users agree to follow.

BellSouth uses five specific EDI transaction sets with distinct headers to transmit and receive data for local exchange ordering via the EDI interface: 850 Purchase Order, 855 Purchase Order Acknowledgement, 860 Purchase Order Change Request, 865 Purchase Order Change Acknowledgement, and 997 Functional Acknowledgements.

According to the BellSouth EDI Specification Guide<sup>1</sup>, a CN should be sent in an 865 Transaction Set. A 855 Transaction Set should not contain a CN in the BAK01 data element.

#### Issue:

BellSouth incorrectly transmitted CNs within 855 Transaction Sets for the following PONs:

072131FPEH005001	00	9993	27-Jun-01
072131FPEH006002	00	9993	27-Jun-01

<sup>1</sup> See *BellSouth EDI Specification Guide, Section 5 – 865 Purchase Order Change Ack/Req Transaction Set, Version 4010, Issue Date 5/30/01, Issue 9f*. This document can be found at:  
[http://www.interconnection.bellsouth.com/guides/leo/pdf/9f\\_5\\_865.pdf](http://www.interconnection.bellsouth.com/guides/leo/pdf/9f_5_865.pdf)

**EXCEPTION 98**  
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072131FPEH001003	00	9993	20-Jul-01
072131FPEH001004	00	9993	20-Jul-01
072131FPEH001006	00	9993	20-Jul-01
072131FPEH000007	00	9993	3-Jul-01
072141FPEH000003	00	9993	16-Jul-01
072141FPEH000004	00	9993	6-Jul-01
072141FPEH000006	00	9993	6-Jul-01
072141FPEH000007	00	9993	6-Jul-01
072141FPEH000008	00	9993	6-Jul-01
072141FPEH000009	00	9993	6-Jul-01
072141FPEH000010	00	9993	16-Jul-01
084011FPEH000002	00	9993	28-Jun-01
084011FPEH001003	00	9993	28-Jun-01
084011FPEH001005	00	9993	25-Jun-01
084021FPEH000005	00	9993	29-Jun-01
084021FPEH000006	00	9993	26-Jun-01
084021FPEH000008	00	9993	20-Jun-01
085011FPEH004002	00	9993	22-Jun-01
085011FPEH000003	00	9993	22-Jun-01
085011FPEH000004	00	9993	6-Jul-01
085011FPEH001005	00	9993	22-Jun-01
085011FPEH001006	00	9993	22-Jun-01

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BellSouth Florida OSS Testing Evaluation

085011FPEH002010	00	9993	18-Jul-01
072141FPEH000005	00	9993	6-Jul-01
084011FPEH001004	00	9993	6-Jul-01
084021FPEH000004	00	9993	27-Jun-01

**Impact:**

The transmission of CNs within incorrect Transaction Sets could impact CLECs in the following ways:

- **Decrease in Customer Satisfaction.** CLECs might experience uncertainties regarding service request completions due to inaccurate response classifications. Subsequent inaccurate communication to a customer could negatively impact a customer's view of a CLEC's service quality.
- **Increase in Operating Costs.** Researching responses to service requests with incorrect Transaction Set may require additional CLEC resources.

**EXCEPTION 99**  
BellSouth Florida OSS Testing Evaluation

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Date: August 23, 2001**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Volume Performance Test (TVV-2).

**Exception:**

**KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Electronic Data Interchange (EDI) interface. (TVV2)**

**Background:**

BellSouth's Business Rules for Local Ordering specifies: "A FOC will be returned to the Competitive Local Exchange Carrier (CLEC) via facsimile or electronically after the Local Carrier Service Center (LCSC) processes the CLEC's service request(s) and determines that corrections or error resolutions are not required."<sup>1</sup>

BellSouth is expected to provide fully mechanized Firm Order Confirmations (FOCs), Clarification, or Error responses for a minimum of 99% of acknowledged PONs.<sup>2</sup> Planned flow-through drop-out errors are excluded from the calculation.

**Issue:**

As part of the POP Volume Performance Test KPMG Consulting submitted orders to BellSouth via EDI on August 18, 2001.

The following are the response results on mechanized orders using the EDI interface, excluding planned flow-through drop-out orders.

8743	7989	754	91.4%

KPMG Consulting has not received a fully mechanized FOC, rejection, or clarification from BellSouth for the following orders<sup>3</sup>:

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<sup>1</sup> *BellSouth Business Rules for Local Ordering, Issue 90, section 2.9.3.*

<sup>2</sup> KPMG Consulting applied standards based on its professional judgment in the absence of 1) FPSC-approved standards or 2) documented BLS guidelines.

<sup>3</sup> A representative sample of the 754 PONs has been provided.



**EXCEPTION 99**  
BellSouth Florida OSS Testing Evaluation

PCN	PA	CC
0021211CEJYY0256	00	9991
0021211CEJYY0482	00	9991
0200211CENYY0001	00	9991
0200211CENYY0002	00	9991
0200511CEJYY0015	00	9991
0200511CEJYY0026	00	9991
0200511CEJYY0049	00	9991
0200511CEJYY0074	00	9991
0200511CEJYY0140	00	9991
0200511CEJYY0194	00	9991
0200511CEJYY0214	00	9991
0200511CEJYY0240	00	9991
0200511CEJYY0280	00	9991
0200511CEJYY0370	00	9991
0200511CEJYY0502	00	9991
0700221CEHYY0021	00	9991
0700221CEHYY0097	00	9991
0700221CEHYY0215	00	9991
0720621CEHYY0018	00	9991
0720621CEHYY0033	00	9991
0720621CEHYY0061	00	9991

# **EXCEPTION 99** **BellSouth Florida OSS Testing Evaluation**

Exception ID	Exception Type	Exception Status
0720621CEHYY0081	00	9991
0720621CEHYY0141	00	9991
0720621CEHYY0153	00	9991
0720621CEHYY0168	00	9991
0720621CEHYY0188	00	9991
0720621CEHYY0204	00	9991
0760121CEHYY0057	00	9991
0760121CEHYY0148	00	9991
0760121CEHYY0188	00	9991

**Impact:**

The absence of fully mechanized BellSouth confirmations and errors can create extra work for a CLEC to follow up on missing responses, have a negative impact on the timeliness of order completion, and may lower overall CLEC customer satisfaction.



## EXCEPTION 100

### BellSouth Florida OSS Testing Evaluation

Date: August 24, 2001

#### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1). This exception was originally issued as Observation 101.

#### Exception:

**KPMG Consulting has not received timely mechanized Unbundled Network Elements – Loop (UNE-L) Firm Order Confirmations (FOCs) from BellSouth's Electronic Data Interchange (EDI) interface. (TVV1)**

**Background:** According to Ordering O-9 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return a mechanized UNE-Loop FOC to CLECs within three hours of receipt of the Local Service Request (LSR).

#### Issue:

During production testing of the EDI interface, KPMG Consulting received a number of mechanized UNE-Loop FOCs in greater than the three-hour time frame.

The following are the results that KPMG Consulting received as of July 11, 2001 on mechanized UNE-Loop FOC timeliness.

	117	5	0	0	1	1	124
	94%	4%	0%	0%	1%	1%	100%

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved by Florida PSC June 1, 2001

## EXCEPTION 100

BellSouth Florida OSS Testing Evaluation

Following is a list of PONs that did not receive a UNE-Loop FOC within three hours:

080012FPEH001005	01	9993	06/22/01 08:19 AM	06/26/01 10:23 AM
071061FPEI001008	01	7125	06/29/01 09:55 AM	07/02/01 09:42 AM
072073FPEH100004	00	9990	04/03/01 12:43 PM	04/04/01 12:07 PM
072011FPEH100016	00	9990	06/19/01 05:05 PM	06/19/01 08:36 PM
072011FPEH100017	00	9990	06/19/01 05:05 PM	06/19/01 08:36 PM
072051FPEH100001	00	9990	06/19/01 05:09 PM	06/19/01 08:36 PM
079011FPEH001002	00	9993	06/20/01 04:27 PM	06/20/01 07:46 PM

**Impact:**

The receipt of timely UNE-Loop FOCs is a critical factor in the CLEC's ability to process service requests and to deliver service to customers in a timely manner. Delays in the return of FOCs could have a negative impact on the timeliness of the completion of CLEC orders, lowering overall CLEC customer satisfaction.

**EXCEPTION 101****BellSouth Florida OSS Testing Evaluation**

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Date: August 24, 2001

**EXCEPTION REPORT**

An exception has been identified as a result of the test activities associated with the Metrics Calculations Verification and Validation Review (PMR-5). This exception was originally issued as Observation 57.

**Exception:**

**KPMG Consulting cannot replicate the values in the "Provisioning: Total Service Order Cycle Time" Service Quality Measurement (SQM) report for the CLEC Aggregate (January 2001). (PMR5)**

**Background:**

SQMs are calculated to illustrate BellSouth's Operational Support System performance. Each month, as mandated by the Florida Public Service Commission, BellSouth publishes performance measurement reports of SQM values for the CLECs engaged in business activity with BellSouth in the State of Florida. BellSouth also publishes the monthly processed data<sup>1</sup> (PMAP raw data<sup>2</sup>) used to create these reports.<sup>3</sup>

**Issue:**

KPMG Consulting was unable to replicate the BellSouth reported values for the "Provisioning: Total Service Order Cycle Time" SQM. The discrepancies are listed in the following table.

1	CLEC; UNE Design	0-5 Days; < 10 Circuits; Dispatch	6	345	1.74%	1.73%

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<sup>1</sup> The term "processed data" refers to the data used to validate SQM calculations. For certain SQMs, BellSouth uses the term "PMAP raw data".

<sup>2</sup> The *PMAP Raw Data User Manual* includes instructions to calculate SQM values for certain reports. BellSouth publishes the Manual and corresponding processed data to provide to CLECs the ability to calculate their SQM values independently and thus verify the reports. The Manual is posted and updated on the PMAP site. KPMG Consulting relied on the January 15, 2001 version of the Manual.

<sup>3</sup> These reports and PMAP raw data may be delivered in hard copy or via the PMAP Web site.

**EXCEPTION 101**  
BellSouth Florida OSS Testing Evaluation

2	CLEC; UNE Design	5-10 Days; < 10 Circuits; Dispatch	82	345	23.77%	23.70%
3	CLEC; UNE Design	10-15 Days; < 10 Circuits; Dispatch	177	345	51.30%	51.16%
4	CLEC; UNE Design	15-20 Days; < 10 Circuits; Dispatch	27	345	7.83%	7.80%
5	CLEC; UNE Design	20-25 Days; < 10 Circuits; Dispatch	26	345	7.54%	7.51%
6	CLEC; UNE Design	25-30 Days; < 10 Circuits; Dispatch	6	345	1.74%	1.73%
7	CLEC; UNE Design	> 30 Days; < 10 Circuits; Dispatch	21	345	6.09%	6.36%
8	CLEC; UNE Design	Avg Intvl (Days); < 10 Circuits; Dispatch	4886.33	345	14.16	14.21

## **EXCEPTION 101**

### **BellSouth Florida OSS Testing Evaluation**

KPMG Consulting has reviewed BellSouth's 2<sup>nd</sup> Amended Response to Observation 57.<sup>4</sup> BellSouth's 2<sup>nd</sup> Amended Response to Observation 57 stated that:

The coding changes planned for the July 1<sup>st</sup> production run (June data) were not implemented. The changes are targeted to be effective for August data.

Based on BellSouth's response, KPMG Consulting escalates Observation 57 to Exception status.

#### **Impact:**

CLECs rely on BellSouth's performance measurements to assess the quality of service provided by BellSouth and to plan future business activities. KPMG Consulting's inability to replicate report values signifies that the accuracy of BellSouth's calculations for the "Provisioning: Total Service Order Cycle Time" SQM may be in question. Without accurate SQMs, CLECs might not be able to assess the quality of service received or plan for future business activities reliably.

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<sup>4</sup> Florida OSS BellSouth's 2<sup>nd</sup> Amended Response to Observation 57, 8/16/01.

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Date: August 24, 2001

**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1). This exception was originally issued as Observation 60.

**Exception:**

**The RoboTAG interface fails to provide Miscellaneous Account Numbers (MANs) for all cities in Florida. (TVV1)**

**Background:**

BellSouth developed RoboTAG as an electronic interface that provides a front-end Graphical User Interface (GUI) to a Telecommunication Access Gateway (TAG) interface implementation. Accordingly, Competitive Local Exchange Carriers (CLECs) should be able to use RoboTAG for all ordering and pre-ordering functions available through TAG. Reserving MANs is one of the pre-ordering functions available through the RoboTAG interface.

The process for reserving MANs in RoboTAG requires that the user populate the City and State fields as well as the NPANXX. This process should lead directly to the reserved MAN.

KPMG Consulting was successful in obtaining MANs for Jacksonville, Orlando, and Pensacola using RoboTAG.

**Issue:**

KPMG Consulting was unsuccessful in using RoboTAG to reserve MANs for several cities in Florida. This failure prevented us from continuing beyond the screen where the City and State are populated. The cities that have consistently failed include Miami, West Palm Beach, Fort Lauderdale, Panama City Beach, Chiefland, and Opa Locka. When attempting to reserve numbers in these cities, the front-end edit error message "Invalid Data" was received. In addition, most of the "Invalid Data" error messages were accompanied by an "Invalid Miscellaneous City/State Combination" error message. The front-end edit error has also included the error message "Either miscellaneous city/state or NPANXX is required".

**Impact:**

Failure to obtain Miscellaneous Account Numbers for all Florida cities using RoboTAG could impact CLECs in the following ways:



- 
- **Decrease in Customer Satisfaction.** CLECs might experience unnecessary delays associated with obtaining information pertinent to the submission of service requests. A delay in delivering a service to a customer may negatively impact a customer's perception of a CLEC's service quality.
  - **Increase in Operating Costs.** Researching problem resolutions may require additional CLEC resources before successfully processing individual customer orders.

## **AMENDED EXCEPTION 103**

### **BellSouth Florida OSS Testing Evaluation**

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**Date:** October 3, 2001

KPMG Consulting has identified an Exception as a result of the Work Center Support Evaluation (PPR-8). This amended exception includes information originally published in Observation 111.

**Exception:**

**BellSouth does not have documented guidelines for CLEC interaction with the Local Carrier Service Center (LCSC) Fleming Island Call Center. (PPR8)**

**Background:**

Competitive Local Exchange Carriers (CLECs) may encounter various issues during the ordering process. Issues range from questions regarding business rules to problems with submitted orders. In order to support CLECs, BellSouth has established a customer support center, the Fleming Island LCSC, in Jacksonville, FL.

Calls made to BellSouth's LCSC are automatically routed to the Fleming Island call center for assistance by dedicated call center representatives.

**Issue:**

BellSouth has implemented an undocumented procedure for CLEC interaction with its Fleming Island call center.

During interviews<sup>1</sup> conducted at BellSouth's Fleming Island LCSC, KPMG Consulting was informed that call center Service Representatives are trained to accept a maximum of five PONs per CLEC phone call. CLECs calling with more than five Purchase Order Numbers (PONs) per phone call are asked to call back for continued assistance. CLECs are informed of this requirement when they call the center, but this limitation is not reflected in the documented processes and procedures provided to KPMG Consulting for the PPR8 review.

**Amended Issue:**

1. BellSouth has implemented a call center procedure that is not documented for CLECs

CLECs are informed of the five PON per call requirement when they call the LCSC, however this process is not contained in any documentation available to the CLECs.

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<sup>1</sup> Fleming Island call center in Jacksonville FL on March 5, 2001, and in Orange Park, FL on August 1, 2001.

**AMENDED EXCEPTION 103**  
BellSouth Florida OSS Testing Evaluation

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2. BellSouth informed KPMG Consulting that the LCSC has a process to address systemic problems on a case-by-case basis. This process is not documented in BellSouth's internal Methods and Procedure Guides. In addition, this process is not described in any CLEC documentation.

**Impact:**

Without documented call center procedures, CLECs cannot be certain that BellSouth will provide dependable and consistent assistance in support of their business requirements. This might hinder CLECs' ability to submit orders and deliver service to their customers.



**EXCEPTION 104**  
BellSouth Florida OSS Testing Evaluation

Date: August 28, 2001

**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the POP Volume Performance Test (TVV-2).

**Exception:**

**KPMG Consulting has not received timely responses for the pre-order queries, Appointment Availability (AAQ), Address Validation (AVQ), Address Validation by Telephone Number (AVQ\_TN), Customer Service Record (CSRQ), Service Availability (SAQ) and Telephone Number Assignment (TNAQ) submitted via the Robust Telecommunications Access Gateway (RoboTAG) Web interface. (TVV2)**

**Background:**

According to Operations Support Systems OSS-1 of the Service Quality Measurement Plan<sup>1</sup>, BellSouth should return pre-order responses within an average interval that is at parity +2 seconds with retail performance provided monthly by BellSouth. KPMG Consulting used BellSouth parity metrics for the report period of June 1, 2001 through June 30, 2001<sup>2</sup>.

**Issue:**

During volume testing conducted on August 16, KPMG Consulting received the following results for AAQ, AVQ, AVQ\_TN, CSRQ, SAQ and TNAQ pre-orders, submitted using RoboTAG:

	44.71%	54.68%	45.32%	21.1 Seconds
	98.24%	0.64%	99.39%	0.69 Seconds
	0%	96.97%	3.03%	54.7 Seconds
	96.16%	0.71%	99.33%	1.04 Seconds
	0%	100%	0%	53.4 Seconds

<sup>1</sup> BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved by Florida PSC June 12, 2001

<sup>2</sup> Pre-Ordering and Ordering OSS

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	97.37%	0.48%	99.55%	0.92 Seconds
	0%	99.58%	0.42%	66.5 Seconds
	93.36%	1.60%	98.46%	1.66 Seconds
	0%	100%	0%	196.1 Seconds
	77.21%	4.92%	95.47%	2.09 Seconds
	12.30%	79.67%	20.33%	26.9 Seconds
	95.50%	2.22%	97.85%	3.12 Seconds

**Impact:**

Delays in receiving pre-order responses could prevent a CLEC from obtaining information necessary to efficiently process a customer's service request. As a result, customer satisfaction with the CLEC could decrease.



## EXCEPTION 105

### BellSouth Florida OSS Testing Evaluation

Date: August 29, 2001

#### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the POP Functional Evaluation (TVV-1). This exception includes information originally published in Observation 55 and Observation 65.

#### Exception:

**KPMG Consulting has not received responses to several Local Service Requests (LSRs) using the Electronic Data Interchange (EDI) interface. (TVV1)**

#### Background:

CLEC's send service requests to BellSouth via EDI. In response to a service request submitted via EDI, BellSouth first sends an Acknowledgment and then a subsequent response of an Error/Reject/Clarification or a Firm Order Confirmation (FOC).

The following PONs, originally cited by Observation 55 and Observation 65, were submitted using the EDI interface but have received neither rejects nor confirmations from BellSouth.

002071FPEN004001	00	9990	4/4/01 2:57 PM
011071FPEJ000001	00	9993	3/15/01 11:01 AM
011071FPEJ000001	01	9993	3/29/01 8:15 AM
011071FPEJ000003	00	9993	3/28/01 11:49 AM
011071FPEJ000003	01	9993	4/3/01 6:12 PM
011071FPEJ000003	02	9993	4/10/01 3:12 PM
011071FPEJ001002	00	9993	4/3/01 7:58 PM
011091FPEJ000001	00	9993	3/27/01 4:31 PM
011091FPEJ000001	01	9993	4/3/01 2:03 PM
011091FPEJ000001	02	9993	4/3/01 6:44 PM

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# **EXCEPTION 105** **BellSouth Florida OSS Testing Evaluation**

011091FPEJ000001	03	9993	4/10/01 3:34 PM
012031FPEJ000004	03	9993	4/10/01 11:33 AM
070032FPEF000001	01	9990	3/26/01 5:52 PM
002131FPEJ100002	01	9990	3/29/2001 8:15
002141FPEJ000002	01	9990	3/16/2001 10:53
006031FPEJ000001	02	9990	4/3/2001 14:08
006031FPEJ000002	02	9990	4/3/2001 14:13
007061FPEJ100002	00	9990	3/15/2001 11:01
010051FPEJ100001	00	9993	3/15/2001 11:01
010051FPEJ100001	01	9993	3/29/2001 8:15
010061FPEJ100001	01	9993	3/16/2001 14:05
010151FPEJ100002	01	9993	3/16/2001 13:16
011021FPEN000001	01	9993	3/26/2001 16:07
011021FPEN001001	02	9993	4/3/2001 12:00
011032FPEN100001	01	9993	3/16/2001 9:52
012031FPEJ000004	02	9993	3/26/2001 14:19
012031FPEJ001001	02	9993	4/3/2001 14:19
020031FPEN100001	01	9990	3/28/2001 11:49
072141FPEH001001	02	9993	4/4/2001 18:07
074021FPEH000007	04	9993	4/4/2001 18:21
070051FPEH000003	00	9990	3/15/01 11:04
010051FPEJ100001	00	9993	3/15/01 11:01

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011071FPEJ000002	01	9993	3/26/01 15:39
010032FPEN100001	02	9993	3/20/01 17:27
011032FPEN100001	02	9993	3/22/01 15:38
071061FPEI000001	01	7125	3/16/01 10:48
088011FPEH000001	02	9993	3/20/01 13:36
020021FPEN102002	00	9990	3/22/01 14:25

**Issue:** KPMG Consulting continues to experience response failures on orders submitted through the EDI interface.

KPMG Consulting has not received Acknowledgments to service requests. The following communication log between KPMG Consulting and BellSouth's EC Support details EDI defects affecting the failure:

011081FPEJ002001	00	9993	06/20/01 14:40	In Clarification	Clarification document was not generated due to an EDI defect. When multiple files came to the Mercator translator at virtually the same time, Mercator would assign the same Thread ID to each file. Once one of the files was processed, the other file with the same Thread ID was dropped as that Thread ID was marked as complete. This was a Mercator software defect; the fix was developed by the parent company, sent to the EDI group, and implemented the evening of 7/19/01.
012031FPEJ000003	00	9993	06/20/01	In Clarification	Clarification document was not



## EXCEPTION 105

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			1 13:11	06/21/01 11:56	generated due to an EDI defect. When multiple files came to the Mercator translator at virtually the same time, Mercator would assign the same Thread ID to each file. Once one of the files was processed, the other file with the same Thread ID was dropped as that Thread ID was marked as complete. This was a Mercator software defect; the fix was developed by the parent company, sent to the EDI group, and implemented the evening of 7/19/01.
080012FPEH001005	00	9993	06/22/01 07:25	FOC Sent 06/25/01 16:44 CQ4JF6P6 06/29/2001	No FOC was prepared/translated for VER 00.
011121FPEN100004	00	9993	06/21/01 11:55	Rejected 06/21/01 11:55	Reject document was not generated due to an EDI defect. When multiple files came to the Mercator translator at virtually the same time, Mercator would assign the same Thread ID to each file. Once one of the files was processed, the other file with the same Thread ID was dropped as that Thread ID was marked as complete. This was a Mercator software defect; the fix was developed by the parent company, sent to the EDI group, and implemented the evening of 7/19/01.

The PONs listed below were transmitted to BellSouth via EDI and also failed to receive an Acknowledgment:

072011FPEF100016	00	9990	6/20/01 9:29
011121FPEN110003	01	9993	6/21/01 14:29

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054031FPEN001006	00	9993	6/22/01 11:21
015052FPEJ004001	00	9993	6/28/01 12:25
071051FPEI001007	00	7125	6/29/01 11:55
071051FPEI001008	00	7050	6/29/01 11:55
071051FPEI002002	00	7050	6/29/01 11:55
085011FPEH000009	02	9993	7/17/01 17:04
085011FPEH001001	02	9993	7/17/01 17:04

Additionally, KPMG Consulting continues to experience failure of a subsequent response, Error/Reject/Clarification or a Firm Order Confirmation after receipts of a Functional Acknowledgement.

The following communication log between KPMG Consulting and BellSouth's EC support detail EDI defects and the associated PON/Vers sent by KPMG Consulting that did not receive a subsequent response after receipt of an Acknowledgment:

072131FPEH000003	00	9993	06/18/01 15:16	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fixed on 07/27/01.
072131FPEH000004	00	9993	06/18/01 15:30	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fix on 07/27/01.
072131FPEH000005	00	9993	06/19/01 12:57	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fix on 07/27/01.
072131FPEH000006		9993	06/18/01 16:21	A defect in a downstream system is preventing a response document from being generated when a reject condition is

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## EXCEPTION 105

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	00			encountered. Scheduled fixed on 07/27/01.
072131FPEH000008	00	9993	06/19/01 16:11	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fixed on 07/27/01.
072141FPEH003001	00	9993	06/13/01 13:52	Clarification document was not generated due to an EDI defect. When multiple files came to the Mercator translator at virtually the same time, Mercator would assign the same Thread ID to each file. Once one of the files was processed, the other file with the same Thread ID was dropped as that Thread ID was marked as complete. This was a Mercator software defect; the fix was developed by the parent company, sent to the EDI group, and implemented the evening of 7/19/01.
072141FPEH003001	00	9993	06/21/01 9:39	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fix on 07/27/01.
084021FPEH000002	00	9993	06/7/01 14:55	Response transaction failed EDI translation due to a downstream defect where the ISA-PARTNER-ID was omitted. Scheduled fix on 6/22.
084021FPEH000002	00	9993	06/21/01 11:23	A defect in a downstream system is preventing a response document from being generated when a reject condition is encountered. Scheduled fixed on 07/27/01.

The PON/Vers listed below were submitted to BellSouth via the EDI interface and also failed to receive a subsequent response after receipt of an Acknowledgement:

002141FPEJ001006	00	9990	5/15/2001 11:36
002141FPEJ002006	00	9990	5/15/2001 11:40
010011FPEN101003	00	9993	5/15/2001 11:44

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002201FPEJ101003	00	9990	5/15/2001 11:52
007061FPEJ102002	00	9990	5/15/2001 16:32
007061FPEJ102003	00	9991	5/15/2001 16:32
017031FPEN000002	00	9993	5/16/2001 9:17
084021FPEH002001	00	9993	5/24/2001 14:03
084011FPEH000004	00	9993	5/25/2001 11:57
084011FPEH000005	00	9993	5/25/2001 12:06
087041FPEH004001	00	9993	6/4/2001 18:33
072011FPEH102001	00	9990	6/18/2001 14:26
054031FPEN000004	00	9993	6/21/2001 11:48
075012FPEF001002	00	9990	6/25/2001 11:15
074052FPEH001002	02	9993	6/25/2001 17:23
011071FPEJ000009	00	9993	6/27/2001 9:24
068021FPEI001001	00	7125	6/27/2001 10:01
068021FPEI000004	00	7125	6/27/2001 10:25
068021FPEI000005	00	7125	6/27/2001 10:29
072141FPEH000002	00	9993	6/27/2001 11:09
074021FPEF001002	01	9990	6/27/2001 11:17
084021FPEH000003	00	9993	6/27/2001 18:01
087041FPEH000005	00	9993	7/3/2001 12:16
093022FPEF001003	00	9990	7/12/2001 14:15

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BellSouth Florida OSS Testing Evaluation

085011FPEH000009	03	9993	7/18/2001 11:29
072141FPEH000002	01	9993	7/19/2001 10:47

**Impact:**

Failure to respond to service requests via EDI could impact CLECs in the following ways:

- **Decrease in Customer Satisfaction.** CLECs might experience unnecessary delays due to their inability to determine the status of their service requests. A delay in delivering a service to a customer may negatively impact a customer's perception of a CLEC's service quality.
- **Increase in Operating Costs.** Researching problem resolutions may require additional CLEC resources before successfully processing individual customer orders.

## EXCEPTION 106

### BellSouth Florida OSS Testing Evaluation

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Date: August 29, 2001

#### EXCEPTION REPORT

An exception has been identified as a result of test activities associated with the Documentation Review of the Change Management Process (PPR1).

#### Exception:

**The BellSouth IT Team does not have criteria to develop the scope of a Release Package (PPR1).**

#### Background:

The BellSouth Internal Change Management Process is the process used by BellSouth to implement changes to its OSS. The process includes initiation, validation, prioritization, sizing, development and implementation of all proposed changes. These changes are proposed by both BellSouth Internal Groups and the CLEC Community. Proposed changes are routed through a series of prioritization steps and then submitted to the BellSouth IT team. The BellSouth IT Team then determines which of the proposed changes it will implement as well as the schedule for implementation.

#### Issue:

The BellSouth IT Team methods and procedures documentation<sup>1</sup> does not provide the criteria utilized by the BellSouth IT Team to develop the priorities, capacity, and capabilities of a software release nor does it provide an explanation of how scenarios are built.

#### Impact:

Documentation of the BellSouth IT Team criteria for scope development of a release is necessary to provide systematic, consistent and repeatable implementation of change requests. The lack of established and documented development criteria may result in the BellSouth IT team overlooking and/or ignoring important change requests. Important change requests that remain unimplemented prevent CLECs from receiving requested order and pre-order functionality that may allow CLECs to compete more effectively in the local exchange carrier market. Furthermore, the lack of criteria may create delays and/or obstacles for BellSouth in its efforts to implement the new Release Management system that has been proposed for integration into the Change Management process.

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<sup>1</sup> Encore Capacity Scoping Process, provided by BellSouth 6/14/01  
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**EXCEPTION 107****BellSouth Florida OSS Testing Evaluation**

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**Date:** August 29, 2001

**EXCEPTION REPORT**

KPMG Consulting has identified an exception as a result of the Volume Performance Test (TVV-2).

**Exception:**

**KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV2)**

**Background:**

BellSouth's Business Rules for Local Ordering specifies: "A FOC will be returned to the CLEC either via facsimile or electronically after the Local Carrier Service Center (LCSC) processes the CLEC's service request(s) and determines that corrections or error resolutions are not required."<sup>1</sup>

BellSouth is expected to provide fully mechanized FOC, Clarification, or Error responses for at least 99% of acknowledged PONs.<sup>2</sup> Planned flow-through drop-out errors are excluded from the calculation.

**Issue:**

As part of the Volume Performance Test KPMG Consulting submitted orders to BellSouth via the TAG interface on August 18, 2001.

Response results on mechanized orders excluding planned flow-through drop-out orders are as follows:

91	88	3	96.7%

KPMG Consulting has not received a fully mechanized FOC, rejection, or clarification from BellSouth for the following orders:

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<sup>1</sup> BellSouth Business Rules for Local Ordering, Issue 90, section 2.9.3.

<sup>2</sup> KPMG Consulting applied a benchmark of "99% Returned" to Ordering Measure O-11 of the BellSouth OSS Testing Florida Interim Performance Metrics Version 3.0, Approved June 1, 2001. The benchmark was applied based on KPMG Consulting's professional judgment.

**EXCEPTION 107**  
BellSouth Florida OSS Testing Evaluation

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0026011CTJYY0001	00	9991
0720621CTHYY0001	00	9991
0720621CTHYY0002	00	9991

**Impact:**

The absence of fully mechanized BellSouth confirmations and errors can create extra work for a CLEC to follow up on missing responses, have a negative impact on the timeliness of order completion, and may lower overall CLEC customer satisfaction.



## EXCEPTION 107

### BellSouth Florida OSS Testing Evaluation

Date: August 29, 2001

#### EXCEPTION REPORT

KPMG Consulting has identified an exception as a result of the Volume Performance Test (TVV-2).

#### Exception:

**KPMG Consulting has not received fully mechanized responses to multiple Local Service Requests (LSRs) submitted to BellSouth's Telecommunications Access Gateway (TAG) interface. (TVV2)**

#### Background:

BellSouth's Business Rules for Local Ordering specifies: "A FOC will be returned to the CLEC either via facsimile or electronically after the Local Carrier Service Center (LCSC) processes the CLEC's service request(s) and determines that corrections or error resolutions are not required."<sup>1</sup>

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**EXCEPTION 107**  
BellSouth Florida OSS Testing Evaluation

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0026011CTJYY0001	00	9991
0720621CTHYY0001	00	9991
0720621CTHYY0002	00	9991

**Impact:**

The absence of fully mechanized BellSouth confirmations and errors can create extra work for a CLEC to follow up on missing responses, have a negative impact on the timeliness of order completion, and may lower overall CLEC customer satisfaction.